



## AREAS OF EXPERTISE

Project management  
IT management  
Vendor management  
Financial control  
Project delivery  
Integration  
Application development  
System analysis & design  
Programming

## PROFESSIONAL

BS ICS – Degree Holder  
PMP Trainings

## SYSTEMS KNOWLEDGE

**Apps:** Opera  
PMS/ORS/OXI/CRS/Vision,  
OnQ PMS, Infrasy's Gourmate  
POS, Micros POS, Delphi S&C,  
Concept Software System (Chi  
SPA), IDEAS – Revenue  
Optimization,  
Serenata@Mail, FCS Guest  
Request/Engineering System,  
Vicas Passport Scanning,  
AssetOne Fix Asset,  
Accounting System, MBT  
Check SCM, Micros-Fidelio  
MC, Arantia IPTV/IDS System,  
Oasys HR Payroll System,  
Zapper, RightFax, Tobit  
David, Symantec Backup  
Exec, BM Asia, Music  
Concierge, FCS CAS, FCS  
WinVoice, FCS Unicorn, BMS,  
GRMS, Shiji eSignature  
Paperless System with  
WACOM & Surface Pro.  
Osource HR System,  
BirchStreet, HotSoS,  
SunSystem. CommVault

**Email:** Lotus Notes, MS  
Exchange, Office 365

**Database Back-End:**  
Oracle, SQL, FoxPro

**Networking-Security-**

# Walter Casinillo

## IT Professional

A multi-skilled IT person and self-motivated individual with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of a complex systems builds, hardware and software testing/installation, network support, technical support and agile technical mind that is able to come up with innovative technological & managerial solutions to seemingly intractable problems.

Looking for a new and challenging high-end position, one that will make best use of my existing skills & experiences, also further my personal development.

## WORK EXPERIENCE

Over 20 years experience in Hospitality Industry, 2 years in Retail Industry

### ***Shokudo Group Restaurant – Dubai UAE***

IT Project Management Consultant Jan 2020 – July 2021

Leading the IT Operations in implementing its point of sales system, food delivery service system, digital systems & IT hardware Infrastructure. Systems administration & maintaining strategies by ensuring the systems run smoothly, researching and implementing strategic solutions. CAPEX & OPEX budget yearly preparation.

### ***DoubleTree by Hilton Dubai Jumeirah Beach***

Asst IT MANAGER May 2017 – August 2019

Leading the hotel IT department in maintaining strategies by ensuring the systems run smoothly, researching and implementing strategic solutions. Preparation of yearly IT budget, system maintenance along with service level agreements. Responsible for Information Technology issues, products, and services at the property. Provides user training and support of all property/site systems, network enhancements, hardware and software support. Maintains inventory of all hardware products and software licenses, and reviews maintenance agreements. Supervises support and train staff of Technology Services Specialists.

### ***Waterfront Hotels & Casinos, Philippines***

GROUP IT MANAGER Aug 2016 – May 2017

Responsible for spearheading the design, configuration, performance and security of network systems hardware and software applications within the limits of established guidelines, standards and procedures of the hotel vis-a-vis acceptable industry practices in order to provide support to property hotels in maximizing the performance of the network and systems applications while ensuring the security, safety and integrity of the database.

### ***Shangri-La International Hotels & Resorts***

IT MANAGER

Shangri-La Doha, Qatar	Feb 2015 – Jan 2016
Traders Hotel, Dubai by Shangri-La	May 2005 – Feb 2015
Shangri-La Ulaanbataar, Mongolia (as Task Force)	Aug 2014 - Nov 2014
Shangri-La's Mactan Resort & Spa, Philippines	May 2000 – May 2005
Promoted to IT Manager	
Promoted to MIS/IT Officer	Jan 1997 – May 2000

<p><b>Aggregator:</b> Cisco, 3Com, HP, Alcatel Lucent, Aruba, Linksys, Ruckus, Palo Alto, Manage Engine, GFI, Exinda, Ecessa, McAfee, Symantec, Meru</p> <p><b>HSIA Gateway:</b> AntLabs Inngate, Surfsonix, Superclick, Rivernet, WinProxy, GuestTek iBahn, OVI</p> <p><b>OS:</b> Windows, Linux, MAC-iOS, Android, Novell Netware, VMWare</p> <p><b>H/W:</b> HP, IBM, Apple, Epson, Toshiba, Cannon, Xerox, Ricoh, ExaGrid, Samsung, Avaya, Ericsson, NEC, Siemen, Mobicall, Lenovo,</p> <p><b>PERSONAL SKILLS</b>  <i>People skills  Leadership skills  Excellent in organization &amp; administration  Proactive approach  Effective problem solving with strong technical skills  Attention to details  Ability to manage multi-tasking processes  Strong interpersonal &amp; communication skills</i></p> <p><b>PERSONAL DETAILS</b>  Walter Casinillo  Cebu, Philippines</p> <p>M: +971564482715  E:wcasinillo@hotmail.com  Skype: walter.casinillo</p> <p>Nationality: Filipino  Driving License: Yes - UAE</p>	<div> <div>MIS Analyst/Programmer</div> <div>Aug 1994 – Jan 1997</div> </div> <p>Responsible for effectively balancing the business needs with its IT capability; constantly reviewing processes and identifying way to improve efficiently &amp; service, and proactively manage all areas of Technology within the company in the day to day IT requirements such as user management, trouble shooting, helpdesk and advise. Maintaining desktop applications, local area networks, IT security and telecommunications.</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Leading the team of 4 IT staff and 5 IT Butlers.</li> <li>• Reporting to the General Manager/Resident Manager.</li> <li>• Responsible for hardware and software installation, maintenance and repair.</li> <li>• Performing routine self-audits of systems and software.</li> <li>• Preparing the IT budgets and expenditure on hardware and software.</li> <li>• Developing &amp; maintaining the company IT systems, software and databases.</li> <li>• Recommending and implementing improvements and efficiencies.</li> <li>• Having excellent time management, confidentiality &amp; communication skills.</li> <li>• Having strong IT, commercial, planning and budgeting skills.</li> <li>• Administration of the server software and associated backup routines.</li> <li>• To evaluate, test, advise, train and support I.T. related projects.</li> <li>• Procurement of IT hardware, software and maintenance products &amp; services.</li> <li>• Responsible for the recruitment and training of new staff.</li> <li>• Writing documentation for ICT procedures, security and disaster recovery.</li> <li>• Maintaining documentation of changes regarding users, functions &amp; systems.</li> <li>• Administration of the internal &amp; hosted network infrastructure including: firewalls, servers, switches and telephony.</li> </ul> <p><b>Metro Gaisano Department Store, Philippines</b>  <u>SYSTEM ANALYST/PROGRAMMER</u>  February 1992 - February 1994</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Data gathering / analyzing of the manual processing.</li> <li>• Flowcharting and algorithm.</li> <li>• Source coding / programming.</li> <li>• Program testing &amp; debugging.</li> <li>• System implementation.</li> <li>• User training &amp; Documentation.</li> </ul> <p><b>Education Institution – University of Cebu, Philippines</b>  <u>Working Student/Scholar</u>  April 1988 - October 1991</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Coordinator of the Computer Science department.</li> <li>• Assisting laboratory supervisor.</li> <li>• Secretarial work.</li> </ul> <p><b>ACADEMIC QUALIFICATIONS</b>  BS in Information &amp; Computer – Major in Information System  University of Cebu, Philippines, April 1988 – October 1991</p>